

# Standard Operating Procedures (SOP) 1.2

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UPDATED 09/30/2020 IN ACCORDANCE WITH DPHSS GUIDANCE MEMO 2020-26

Approved by Loren Abrahamson (Owner, CEO, and Head Stylist)

## PURPOSE

This document reflects our professional commitment to ensuring that our high standard of service and sanitation keep our customers both safe and satisfied every time they walk through our doors.

## SCOPE

In an effort to comply with our government's mandate and do our part amidst the coronavirus pandemic, we will constantly be making strides to guarantee the comfort and protection of our community as detailed in this document.

## PROCEDURES

### 1. General Requirements and Restrictions

- 1.1. Operation will not proceed above the 25% occupancy rate for the establishment to include employees, as identified in the most recent Executive Order.
- 1.2. Upon arrival for all appointments, clients must call to "check-in" and wait outside or in their cars until the stylists station has been sanitized and prepped for them to enter accordingly.
- 1.3. Screenings must be conducted for all patrons before entering the facility to include temperature checks.
  - 1.3.1. Temperatures 100.1 degrees F and above will not be permitted into the facility at any given time. Should an individual be over 100.1 degrees F they shall be given a 15 minute "cool down" period. If they are to remain 100.1 degrees F or above after the allotted time, they will be turned away and asked to reschedule after a 14 day period.

- 1.4. Upon entering the premises all patrons must sanitize or wash their hands before proceeding with their service.
  - 1.4.1. Client failure to abide by hand hygiene policy will result in refusal of service.
- 1.5. Signage must be posted at all times instructing clients not to enter unless screened and escorted into the premises.

## **2. Employee Health and Hygiene**

- 2.1. All employees must have their temperature check and screened every morning by the receptionist on duty upon arrival for work.
  - 2.1.1. Temperatures 100.1 degrees F and above will not be permitted into the facility at any given time. Should an individual be over 100.1 degrees F they shall be given a 15 minute “cool down” period. If they are to remain 100.1 degrees F or above after the allotted time, they will be sent home for the day with their appointments rescheduled.
- 2.2. Employees must immediately report any COVID-related symptoms to the owner or the receptionist on duty if the owner is unavailable.
- 2.3. If an employee is exhibiting COVID-19 symptoms or has been found to be a positive tester of the coronavirus, CDC and DPHSS guidelines will be followed to conduct contact tracing.
- 2.4. The sharing of tools and devices between employees is strictly prohibited.
- 2.5. Face masks must be worn by all employees within the premises at all times.
- 2.6. Signage stating clear hygiene and sanitation practices must be posted at all times.
- 2.7. Employees must complete daily cleaning duty assignments as posted in the break room.
- 2.8. Stylists must wear face shields with their face masks at all times when performing any service on any individual.
- 2.9. Only one employee will be allowed to take a break in the breakroom at any point in time without his/her mask.
- 2.10. Anything not listed will follow CDC guidelines accordingly.

### **3. Cleaning and Disinfection**

- 3.1. The shop will be thoroughly cleaned using a disinfectant fumigation sprayer weekly.
- 3.2. Floors must be swept and mopped thoroughly before opening and before closing.
- 3.3. All high contact areas such as (but not limited to) door handles, counter tops, sinks, card machines, shop phones, etc. must be cleaned at least on an hourly basis.
- 3.4. All shampoo bowls and salon/barber chairs must be disinfected using barbicide after each client..
- 3.5. Stylists must wash their hands in between servicing clients.
- 3.6. Receptionists must wash hands before and after the handling of any laundry whether it be soiled or cleaned.
- 3.7. All products for sale must be disinfected as soon as touched if not sold to customer and/or client.
- 3.8. Magazines, newspapers and the like are not permitted in the shop for multi-person use at any point in time.

### **4. Social Distancing**

- 4.1. Under no circumstances are clients permitted to sit and/or wait in the salon lobby.
- 4.2. Visual markers are placed in all high traffic areas to remind customers of 6 feet distancing policy.
- 4.3. Masks or facial coverings must be properly worn at all times while in the premises.
  - 4.3.1. Client failure to respect and abide by mask use policy will result in refusal of service.
  - 4.3.2. Employee failure to respect and abide by mask use policy will result in counseling and/or termination.
- 4.4. All clients in service must be distanced a minimum of six (feet) at all times.
- 4.5. Borders and/or screens must be placed between all shampoo bowls and/or stylist chairs.
- 4.6. Border and/or screen must be placed between receptionists and all clients checking in and out.
- 4.7. The social distancing standard of six (6) feet must be respected at all times.

- 4.7.1. Closing the distance of six (6) feet is permitted when in service and the following guidelines are in place:
  - 4.7.1.1. See statutes 2.5, 2.8, 4.5, and 4.6
- 4.7.2. Client failure to respect and abide by social distancing policy will result in refusal of service.
- 4.7.3. Employee failure to respect and abide by social distancing policy will result in counseling and/or termination.